



The EzWIC app is free and will allow you to scan foods to see if a food is WIC eligible and check your balance.

Download at:



### For Other Questions

WIC Hotline  
1(800) 252-5942

24 Hr Breastfeeding Hotline  
1(800) 833-4642

Complaint/Fraud Hotline  
1(866) 229-6561

[www.azwic.gov](http://www.azwic.gov)



This institution is an equal opportunity provider.

### What is a PIN (Personal Identification Number)?

A PIN is a four-digit secret number that, along with the card, allows access to your WIC benefits. When choosing a PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out (for example, your parent's birthday).

### What if I enter the wrong PIN?

DO NOT try to guess your PIN. **If the PIN is entered incorrectly four times, your account will be locked.** This is done as a protection from someone guessing your PIN and getting your food benefits. You will have to wait until after 12:00 am (local time) to try again.

### What should I do if someone finds out my PIN?

If someone has your PIN who should not have it, immediately call Customer Service at 1(877) 214-7439 or go online at [www.ebtEDGE.com](http://www.ebtEDGE.com) and change your PIN. You may also go to your WIC office.

### What if I forget my PIN?

Call Customer Service at 1(877) 214-7439 or go online at [www.ebtEDGE.com](http://www.ebtEDGE.com). You may also go to your WIC office to reset your PIN.

### What should I do if my card is lost or stolen?

Call Customer Service at 1(877) 214-7439. You may also visit your local WIC office to get a replacement card. If your card has been reported as lost, you will not be able to use the card, even if you find it later. There may be a delay in getting a new card.

### How will I get benefits with my eWIC card?

Your benefit amount will not change because of eWIC, nor will the process for receiving benefits. You will get a shopping list from your local WIC office that lists your monthly food benefits. Food benefits for each WIC participant will be in an eWIC account for your household. As food items are purchased with your eWIC card, these items will be deducted from the available balance in your household account. The available amounts of items will be printed on your receipt.

### When will I have my benefits?

Benefits will be in your account at 12:00 am (local time) on the beginning date and will expire at 11:59 pm (local time) on the last date to use or your benefits will be lost.

### What happens if all the WIC foods are not purchased? Will these benefits roll over to the next month?

Benefits not used will expire at 11:59 pm (local time) on the last date to use. Benefits will not roll over to the next month.

### What if my eWIC card doesn't work?

Call Customer Service at 1(877) 214-7439. You may also go to your WIC office to get help.

### How do I take care of my card?

- Keep the card in a safe place.
- Do not bend or misuse the eWIC card.
- Do not place the eWIC card near magnets, cell phones, TVs or microwaves.
- Do not leave the eWIC card in your car.
- Do not throw the eWIC card away. The same card can be used again.

## Using your Arizona eWIC Card



### eWIC Customer Service

24 Hours a Day

7 Days a Week



1(877) 214-7439

[www.ebtEDGE.com](http://www.ebtEDGE.com)

## Using Your eWIC Card

### Check Your Account Balance

- Check your balance before shopping. You can check your last shopping receipt, view it online at [www.ebtEDGE.com](http://www.ebtEDGE.com), or call Customer Service at 1(877) 214-7439.

### Shop for Your WIC Foods

- Buy what you need. You do not have to buy all your foods at one time.
- You cannot use self-checkout with your eWIC card.

### At Checkout

- Have your eWIC card ready.
- Before scanning any of the foods, tell the cashier you are using an eWIC card.
- When asked, slide your eWIC card or hand your eWIC card to the cashier.
- Enter your PIN and press the Enter button on the keypad.
- The amount of approved food items and dollar value of the approved fruits and vegetables you purchase will be deducted from your WIC account.
- The cashier will give you a receipt which shows your remaining balance and the date your benefits expire.
- If you will be using both SNAP benefits and eWIC at the grocery store, use your eWIC card first and then your SNAP card.

**Keep your eWIC card and bring it with you each time you come to your WIC office.**

## Reading Your Receipt



Below are examples of what you may see listed at the bottom of your receipt. Not all participants receive all items listed.

Infant Fruits & Vegetables
64.00 OZ, 128.00 OZ, or 256.00 OZ = up to 64 OZ, 128 OZ, or 256 OZ purchased in 4 OZ jars/packages (2-packs allowed)
Infant Meats
77.5 OZ = 31 jars purchased in 2.5 OZ jars
Infant Cereal
24.00 OZ = up to 24 OZ purchased in 8 or 16 OZ boxes or plastic containers
Infant Formula
If your baby receives formula, the receipt will show the number of cans/containers of formula
Milk
1.00 GAL = 1 Gallon 1.00 HGL or 0.50 GAL = 1 Half-Gallon 1.00 QT or 0.25 GAL = 1 Quart 12 OZ = 12 Ounces

## Reading Your Receipt

Cheese or Tofu
1.00 LB = 1 Pound = 16 OZ
Yogurt
32 OZ = One - 32 OZ container of WIC approved yogurt 64 OZ = Two - 32 OZ containers
Juice
1.00 CAN = 11.5-12 OZ can concentrate 1.00 BTL = 64 OZ (Half-Gallon) bottle/jug/carton
Fruits & Vegetables
11.00 \$\$\$ = Fresh, frozen, or canned fruits and vegetables up to the dollar value listed
Peanut Butter, Beans, Peas, Lentils
1.00 CTR = 16 OZ bag dry beans 1.00 CTR = 4 cans of beans .25 CTR = 1 can of beans 1.00 CTR = one 16-18 OZ jar peanut butter
Medium or Large Grade A White Eggs
1.00 DOZ = one dozen eggs
Fish
30.00 OZ = up to 30 OZ fish of varieties and sizes on your approved food list
Breakfast Cereal
14 OZ or larger cold cereal and/or 11.8 OZ or larger hot cereal up to QTY listed
Bread/Whole Grains
16.00 OZ = 16 OZ package of WIC approved bread, brown rice, whole wheat pasta, corn or whole wheat tortillas 32 OZ = Two - 16 OZ packages

## Reading Your Receipt

**Keep your receipt to know the balance and the dates your benefits expire.**

A GROCERY			
123 Main Street			
Phoenix, AZ 85001			
DATE & TIME	08/21/2016 03:34 PM		
SEQUENCE NUMBER	029		
CARD	*****034		
AUTH CODE	031189		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
1.00	DOZ	Eggs	
		1.00 @ \$2.49	2.49
1.00	GAL	Skim/1% Cows Milk Gallon	
		1.00 @ \$3.49	3.49
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TOTAL ITEMS SOLD = 2			
-----			
PURCHASE SUBTOTAL			5.98
DISCOUNTS APPLIED			0.00
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APPROVED PURCHASE TOTAL			5.98
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BALANCE DUE - \$0.00			
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BENEFITS EXPIRE ON 08-31-2016			
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QTY	UNITS	DESCRIPTION	
0.00	LB	Cheese	} Date Benefits Expire
0.00	DOZ	Eggs	
7.50	OZ	Cereal (Hot or Cold)	} Remaining Balance
3.00	CTR	PB, Beans, Peas, Lentils	
8.00	OZ	Infant Cereal	
24.00	OZ	Infant Fruits & Veggies	
16.00	OZ	Whole Grains	
3.00	GAL	Skim/1% Cows Milk Gallon	
2.00	BTL	Bottle Juice 64 Ounce	
16.00	\$\$\$	Fruits & Vegetables	
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***CARDHOLDER COPY***			
****PLEASE SAVE THIS RECEIPT****			